

# CCSAS

California Child Support Automation System

## Newsletter

Volume 1, Issue 2

February 2005



Supporting California's Children

### A WORD FROM THE DIRECTOR



Greta Wallace

2005 brings many changes to the California Child Support Program. We will implement a new Statewide Services data-

base that will link

local consortia systems as a part of Version 1 of the California Child Support Automation System (CCSAS) in September 2005. We will also be starting the implementation of a State Disbursement Unit in October 2005.

As Director, I am committed to building partnerships with local child support agencies (LCSA) on all child support program activities. The CCSAS Project requires consistent participation and contributions of resources and expertise from LCSAs for the automation system to respond to the business and customer service needs of the State and local program.

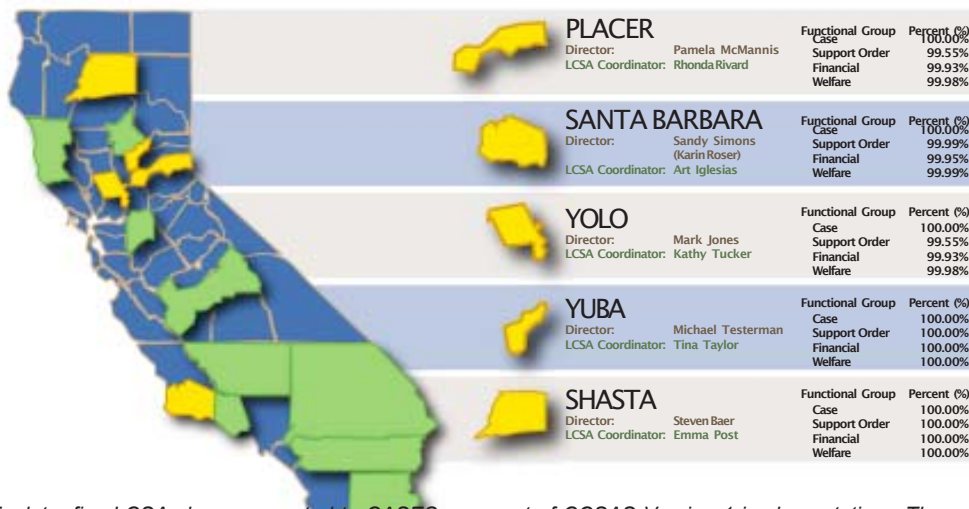
December marked the beginning of a new chapter in the CCSAS Project with the State Disbursement Unit (SDU) service provider contract signing. The prime contractor, Bank of America, along with sub-contractors, First Data Corporation, Deloitte Consulting and

Informatix, will be responsible for developing the child support payment processing center for the State of California. We are excited to have Bank of America and partners on board. They have a team with child support experience in implementing SDUs in other states and have significant public sector experience in high volume payment processing. Bank of America is in the process of integrating their team into existing CCSAS Project activities. From a program and project point of view, it is critical that all of the participants in the CCSAS effort work in close coordination as a team.

See *Director* on page 3.

## Transition to CASES

### County Conversion Statistics



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To date, five LCSAs have converted to CASES as a part of CCSAS Version 1 implementation. The incredibly high conversion rates are a testament to the work that each LCSA has put into getting their data and their agency prepare for converting to CASES. There are nine remaining LCSAs that are preparing to convert to CASES.

## CCSAS PROJECT UPDATE

by Dianne Koelzer  
CCSAS Project Leader

The CCSAS Project is moving forward with the recent addition of the State Disbursement Unit Service Provider, Bank of America. There are a number of contract deliverables that are due at or soon after contract award including the SDU Implementation Schedule and Implementation Management Plan. DCSS has been considering SDU implementation alternatives over the past few months, evaluating impacts, risks, and opportunities posed by each of the alternatives. DCSS has been consulting with CSDA and the CASES and ARS consortia management on these alternatives. A new SDU implementation approach called the "lockbox first" approach has been identified as the best alternative to support a successful SDU transition.

The Lockbox First approach allows the project to: minimize customer impacts by maximizing accurate payment identification, minimize multiple outreach contacts to employers, thoroughly test payment processing volumes at the SDU, and develop targeted outreach in preparation for the final phase of the SDU transition.

The CSDA Automation Committee, Board of Directors, and CSDA general membership have been briefed on this approach and are supportive of the new framework for implementing the SDU. Certainly there are many more details to work out but the foundation for the approach appears to be solid.

The Lockbox First approach initiates SDU transition in October 2005 when selected LCSAs will shut down local collections and disbursements and forward their payments to

an SDU lockbox for collections and disbursements processing. There will be approximately 5 pilot LCSAs who will forward payments to the SDU in October and about a dozen more LCSAs will do the same in November. LCSAs will forward payments to the SDU lockbox operation so that payments can be identified with specific counties, local collections and disbursements can be shut down, the impacts from employer redirections can be deferred and mitigated, and SDU operations can be ramped-up in manageable volumes. No additional LCSAs will forward payments in December. During this time the lockbox approach will be evaluated and lessons learned will be carried forward to the remaining LCSAs as



*Larry Dreyer, Senior Vice President in the Global Government Group at Bank of America, Gerry Goldberg, Director of FTB, and Greta Wallace, Director of DCSS execute the contract for the SDU.*

they transition to the SDU. The remaining LCSAs will be scheduled to begin forwarding their payments from January through March 2006. During the LCSA transition to the SDU, payments processed at the SDU will be processed only against the court ordered obligations from the LCSA where the payments originated. Statewide allocation of IV-D child support payments will not occur until all LCSAs have transitioned to the SDU and the



*Dianne Koelzer awaits the signing of the SDU Contract.*

State has identified the impact of and implemented plans for statewide allocation. This will minimize partial and misallocation of payments and maximize effective outreach and customer service. Similarly, after all LCSAs have transitioned to the SDU, the SDU will redirect all child support payments from the LCSAs and non IV-D wage assignments to the SDU until all LCSA payments are received and processed directly at the SDU.

In the final phase of the SDU transition, both IV-D and non IV-D payment processing will begin at the SDU, and statewide allocation of IV-D payments will begin. Prior to this phase, the transition of LCSAs to the SDU via the forwarding of payments is largely transparent to employers and other payors. The non IV-D payments that must be processed through the SDU are only those child support wages withheld by employers. The timing of the non IV-D redirection with the IV-D redirection allows the SDU Service

See *CCSAS Project Update* on page 3.



## Director continued

The SDU team will work closely with representatives from the Child Support Director's Association and other local child support agency financial subject matter experts to plan, prepare and support the changes to local financial operations. It is only through working with local financial experts in the business of child support and through visiting and learning about current operations that the SDU Service Provider can fully understand how and what will change locally.

During this time of change, local agencies will feel the pull of project activities and will have to balance this against getting the important day-to-day work of the child support program done. I want each of the child support professionals to know that DCSS views your work as critical to the success of the program whether or not you are directly involved in the CCSAS Project. For each LCSA representative working here in Rancho

Cordova, there are many more back at the local office making sure that cases are being worked, dollars are being collected and families are being served.

**"I want each of the child support professionals to know that DCSS views your work as critical to the success of the program whether or not you are directly involved in the CCSAS Project."**

- Greta Wallace

I do want to thank and recognize the Directors who serve on the CSDA Automation committee for their leadership and creativity in raising issues and proposing solutions to DCSS. The Executive Business Group, serving LCSA reviews on all the key system development reviews, is to be recognized for its contributions on the project. There are numerous LCSA staff involved in

the CSDA sub-committees, in the Statewide Services training development effort, and consortia activities with CASES or ARS. You are all to be commended for going above and beyond the call of duty.

Lastly, the success of this effort depends upon a true and sustained partnership between all of the partners, particularly DCSS and local agencies. If the level of participation by LCSAs to date is any indication, we are moving this project forward as a child support program partnership team.

*Ms. Wallace has more than 13 years of experience practicing law within the Department of Social Services (DSS). She has served as an Administrative Law Judge with the DSS since 2002, conducting hearings on child support cases. Wallace served five years as Assistant Chief Counsel providing legal advice on child and family program issues, as well as community care licensing. Prior to that, she served as Staff Counsel, Senior Staff Counsel and Supervising Senior Staff Counsel for the DSS.*

*Wallace has also served as a member of the executive team of the Department of Alcohol and Drug Programs and as Executive Assistant to the Undersecretary of the Health and Welfare Agency where she monitored legislation for the 11 departments within the Agency. She is a member of the Jack and Jill National Association and the Sacramento Women's Assistance Network.*

*Greta Wallace was appointed as Director of the Department of Child Support Services on October 12, 2004.*

## CCSAS Project Update continued

Provider to conduct outreach for both IV-D and non IV-D thus reducing employer contacts and confusion about changes in payment address. With the commencement of statewide allocation, IV-D payments will be allocated based on a statewide basis for obligors that have cases with multiple LCSAs.

We believe this revised approach will mitigate the risk of misidentified, misallocated and misdirected payments by ensuring that all LCSAs are on the SDU prior to implementing statewide allocation, accepting non IV-D payments and employer redirection

of payments. We will continue to work on the SDU implementation approach over the next few months to ensure that LCSA issues are considered and to try and anticipate, mitigate, and prepare for every customer service issue.

The Lockbox First approach is reflective of a DCSS, FTB, and LCSA collaboration. It is by combining the talents, experience and operational know-how of State and LCSA staff that truly creative solutions can be developed. I look forward to working with all of you to make the best system for California's child support program.





## MEET THE CCSAS VERSION 1 TRAINING DEVELOPMENT TEAM

by Caroline Swayze  
CCSAS Version 1 Training Team

In keeping with the CCSAS vision of "first of the next generation" in child support enforcement systems, the Department of Child Support Services, in partnership with the Franchise Tax Board and the Business Partners training teams are collaborating to develop and deliver CSE training.

This integrated training effort is comprises a highly diversified group of people, who bring a vast collective experience in order to develop the highest level of training for California's child support professionals. The team is developing a training plan for CSE Version 1 that creates a strong foundation for a comprehensive program of instruction regarding the system's functionality. This training method includes "show me and let

me" simulations carefully designed to introduce and guide participants through a web-based method of learning. Initial training will consist of 26 modules of curriculum covering Statewide Services and the State Disbursement Unit. It employs the Train the Trainer concept to connect CCSAS functionality with ARS and CASES processes. This is particularly important as most child support work in Version 1 will still be done through the use of local systems - ARS and CASES.

Training is expected to cover a series of two-day sessions beginning in June 2005 at several regional training locations.

Please join us in welcoming this training team.



**CCSAS Version 1 Training Development Team (l-r):** Back row: (l-r) Todd Redmond, David Childers, Deborah Wolfe, Ray Fowler; Middle row: David Stich, Carolyn Swayze, Tina Johnston, Kelly York, Michelle Cleland, Karen Baker, Ann Stansell, Jim Burns, Sodhi Bains; Front row: Maria Carlomango-Brice, Louis Hupp, Bill Otterbeck

## Getting Oriented...

**Want to be up to speed with the latest information on the CCSAS Project?**

**Join us at one of our upcoming orientations.** The CCSAS Orientations feature a detailed view of the CCSAS project, including information about CCSAS functionality, LCSA participation in the development effort and potential business and customer impacts of CCSAS implementation.

Additionally, there will be an informative discussion on governance and communication with LCSAs, including the new CSDA committee structure and alignment with the DCSS organization.

### Upcoming CCSAS Orientations:

- **March 8, 2005 - Orange**
- **April 14, 2005 - Rancho Cordova**

For more information or to register for a CCSAS Orientation, visit the CSDA website at: <http://www.csdaca.org/Public/train.html>

**Worried about missing out on this important information?**

**Also available -- The CCSAS Orientation Video!** DCSS, in conjunction with CSDA and the Los Angeles CSSD, videotaped the October 7 Southern California CCSAS Orientation. This Orientation video has been provided to all LCSAs. Please remember that this video is a point in time description of the project and there have been some refinements to the CSE and SDU approaches since the time of that video.

*Don't miss the article on Orientations on page 6.*

## YUBA : THE LITTLE COUNTY THAT DID

by Terry Shows  
Business Partner

The Yuba County DCSS began working on its transition to CASES in April 2004. During the eight month transition period, the local child support agency (LCSA) was confronted with issues that required flexibility, quick thinking, teamwork and executive support. In spite of these challenges, the LCSA displayed their excellent sense of teamwork and dedication and ultimately excelled in their CASES implementation, achieving perfect scores on their data conversion acceptance rates.

Michael Testerman, the LCSA Director, is an excellent "Commander in Chief" who was closely involved in the project. His leadership was instrumental in the LCSA's successful navigation of the challenges they encountered, and his formal recognition of his team's performance was exemplary.

Tina Taylor, the LCSA Coordinator and Data Conversion Lead, was new to the role of leading a large scale



*Yuba County staff have a little fun with conversion.*

information technology system implementation; however, her excellent management and coordination skills orchestrated her team's performance as well as the system's timely delivery. Jeannine Friemark, Catherine Dunning, and Joseph Oates played key leadership roles on the LCSA planning team, providing critical support for the Change Management, User Training, Hardware/Software, Local Interfaces, and Site Setup and Onsite Support disciplines. Although this core team coordinated the effort, each member of the LCSA made important contributions to the project's success. From the staff who worked tirelessly from April through November cleaning data, to the staff who took over the day-to-day duties of

their fellow workers while they underwent CASES training, everyone had a hand in the success of the LCSA conversion.

The LCSA team also worked closely with DCSS, FTB and the BP team to quickly address issues relative to funding, data conversion and onsite support staffing. Effective teamwork subsequently led to a successful conversion, including an extraordinary 100 percent acceptance of the LCSA's data. This means every case, every support order and every one of the \$46.9 million that had resided in KIDZ was successfully converted to CASES.

The LCSA celebrated their success with a brief ceremony on December 1, 2004, and then promptly processed all payments that afternoon using their new system. They maintain their commitment and dedication to the success of their conversion during the post cutover period while continuing to learn how to use the new system to support their clients and children of Yuba County. Congratulations to the Yuba staff for a job very well done!



*Staff show how the Ring Toss relates to a successful conversion.*



## CCSAS ORIENTATIONS ARE UNDERWAY!

DCSS has sponsored a series of orientations for LCSA staff to promote awareness of the CCSAS Project and the State Disbursement Unit. The pilot CCSAS orientation was in Rancho Cordova in June 2004. CSDA and DCSS then took the show on the road. The first session, hosted by Tehama County, was held in Red Bluff on November 17. The day long session was attended by many Northern California LCSA staff. The second orientation was hosted by Fresno County on December 8. The most recent orientation was at Santa Clara County DCSS in San Jose on January 27, 2005.

One goal of the CCSAS Project orientation is to provide an overview of the new statewide system, the State Disbursement Unit, and how they will work in conjunction with ARS and CASES in Version 1 of the CCSAS project. The other equally important goal of these sessions is to promote information sharing and to work with the LCSAs to identify local business impacts and solutions.

During the Fresno and Santa Clara orientations, the Business Partner demonstrated a prototype of the Statewide Services (SWS) component of CCSAS. They presented pages within SWS, including some of the participant search and view screens. The Statewide Services component of CSE is a web-based system that has the ability to have multiple windows open at one time. Users may navigate using either a mouse or control keys.

Many questions and issues have been raised at all of the orientations. DCSS is in the



*County staff gather at the CCSAS Orientation in Red Bluff.*

process of compiling a FAQ document for all LCSAs to address these questions and issues. In addition, several areas of policy issues were identified, and DCSS is currently working on providing guidance on those issues. DCSS will continue to promote early communication and involvement of the LCSAs in the development and implementation of the CCSAS Project.

Many thanks to Dennis Reasoner, Director of Tehama County; Robert Bash, Director of Fresno County; and Ralph Miller, Director of Santa Clara County, for their cooperation and support in hosting the CCSAS Orientations. Thanks also to Bill Otterbeck, Janet Nottley, Kathy Sokolik, and David Stich for presenting this information. There are additional orientations scheduled. The next sessions will be held on March 8 in Orange County and on April 14 in Rancho Cordova.

You may obtain information about the future CCSAS Orientations by going to the CSDA website. All LCSAs are strongly encouraged to attend these sessions.

### WE WELCOME YOUR INPUT!

Would you like more information on aspects of the CCSAS Project?

Do you have questions?

Would you like to contribute to the newsletter?

You can contact us at:  
[CCSASNewsletter@dcss.ca.gov](mailto:CCSASNewsletter@dcss.ca.gov)



Supporting California's Children

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